

## Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

## Program: PSA 18 - County of Ventura Area Agency on Aging HICAP

From: 07/01/2009 To: 06/30/2010

## Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
<b>Type of Activity</b>					
<b>Interactive Presentations to Public in Person</b>					
Total Number of Events	0	66	29	27	122
Estimated Number of Attendees	0	1,860	1,023	1,015	3,898
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
<b>Booths or Exhibits at Fairs or Special Events</b>					
Total Number of Events	0	12	8	12	32
Estimated Number of Attendees	0	1,590	1,350	2,010	4,950
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
<b>Mobile InfoVan Events</b>					
Total Number of Events	0	0	6	4	10
Estimated Number of Attendees	0	0	255	466	721
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
<b>Dedicated Enrollment Events</b>					
Total Number of Events	0	37	10	0	47
Estimated Number of Attendees	0	798	151	0	949
Estimated Number of Persons Received Any Enrollment Assistance	0	699	7	0	706
Enrollment Assistance with Medicare Programs(s)	0	699	7	0	706
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
<b>Radio Shows Live or Taped (Not a Public Service Announcement)</b>					
Total Number of Events	0	10	7	5	22
Estimated Number of Attendees	0	192,000	140,000	81,200	413,200
<b>TV/Cable Shows Live or Taped (Not a Public Service Announcement)</b>					
Total Number of Events	0	1	1	2	4
Estimated Number of Attendees	0	40,000	20,000	40,000	100,000
<b>Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)</b>					
Total Number of Activities	0	0	0	3	3
Estimated Number of Persons Reached	0	0	0	232,036	232,036

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	Q1	Q2	Q3	Q4	
<b>Other Print Activity (newspaper articles, fliers, phamplets, etc.)</b>					
Total Number of Print Activities	0	9	25	17	<b>51</b>
Estimated Number of Targeted Persons Reached	0	810,000	951,309	1,972,000	<b>3,733,309</b>
<b>Presenters</b>					
<b>HICAP Paid Staff</b>					
Total Presenters	0	0	0	0	<b>0</b>
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	<b>0.00</b>
<b>HICAP In-Kind Paid Staff</b>					
Total Presenters	0	0	0	0	<b>0</b>
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	<b>0.00</b>
<b>HICAP Volunteer Staff</b>					
Total Presenters	0	0	0	0	<b>0</b>
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	<b>0.00</b>
<b>Other Presenters</b>					
Total Presenters	0	0	0	0	<b>0</b>
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	<b>0.00</b>
<b>Area of Focus</b>					
		133	59	79	
Dual Eligible with Mental Illness	0	0	0	0	<b>0</b>
Employer Termination - COBRA	0	0	0	0	<b>0</b>
General HICAP Information	0	130	67	70	<b>267</b>
Grievances / Appeals - Plan Issues	0	4	4	15	<b>23</b>
Long-Term Care / Insurance	0	6	7	23	<b>36</b>
Low Income Subsidy (LIS) / Application Assistance	0	118	69	58	<b>245</b>
Medicare (Parts A & B)	0	111	54	57	<b>222</b>
Medicare Advantage (Part C)	0	105	38	39	<b>182</b>
Medicare Fraud / Abuse	0	16	10	32	<b>58</b>
Medicare Prescription Drug Coverage (Part D)	0	105	58	50	<b>213</b>
Medigap / Medicare Supplements	0	104	32	41	<b>177</b>
Non-Medicare Fraud/Abuse	0	3	6	16	<b>25</b>
Other Topics / Issues (Health Specific)	0	112	66	60	<b>238</b>

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	0	27	19	35	81
QMB/SLMB/QI	0	121	70	55	246
Volunteer Recruitment	0	0	0	0	0
<b>Targeted Audience</b>					
African American	0	84	50	48	182
American Indian or Naitave Alaskan	0	27	15	28	70
Asian Indian	0	0	0	0	0
Caucasian	0	129	75	63	267
Chinese	0	0	0	0	0
Disabled	0	116	68	62	246
Dual Eligible Groups	0	0	0	0	0
Employer Related Groups	0	38	22	43	103
Family Member/Caregiver of Beneficiary	0	122	58	59	239
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	0	118	77	61	256
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	0	132	75	64	271
Medicare Beneficiaries	0	121	68	62	251
Medicare Pre-Enrollees	0	0	0	0	0
Mental Health	0	94	39	52	185
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	0	103	65	63	231
Other Asian	0	75	35	49	159
Other Pacific Islander	0	23	13	29	65
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	0	80	45	54	179
Rural	0	15	16	30	61
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	0	0	0
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
<b>Web Site Hits</b>					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
<b>Literature from Events</b>					
General HICAP Brochure	0	4,388	2,795	3,351	10,534
"Taking Care of Tomorrow"	0	60	15	0	75
Other Publications (Created by or on Behalf of Local HICAP)	0	7,428	6,094	5,174	18,696
<b>Other Literature</b>					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	4	1	5	10

## Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

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From: 07/01/2009 To: 06/30/2010

## Client Contacts &amp; Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
<b>SECTION 1 - Client Contacts</b>					
Total Clients Counseled (unduplicated)	12	1,287	1,140	858	3,297
Total Finalized Intakes	0	840	685	369	1,894
<b>How did client learn about SHIP/HICAP?</b>					
Agency (Social Security, Medi-Cal, etc.)	0	503	387	201	1,091
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	0	75	40	14	129
CHA	0	2	2	0	4
CMS/Medicare	0	16	13	16	45
Friend/Relative	0	45	32	42	119
InfoVan	0	0	0	0	0
Internet	0	2	0	0	2
Mailings	0	0	0	0	0
Media	0	42	34	7	83
Other	0	15	44	55	114
Presentations	0	93	122	25	240
Previous Contacts	0	0	0	0	0
State Website	0	0	0	0	0
Missing/Not Collected	0	47	11	9	67
<b>Mode of Client Contact</b>					
Quick Call Contacts	19	1,901	1,615	2,827	6,362
Contacts by Telephone	0	151	143	111	405
Contacts In Person at home	0	2	0	2	4
Contacts In Person at site	0	812	568	363	1,743
Contacts by E-Mail	0	439	507	72	1,018
Contacts by Mail/Fax	0	0	0	0	0
Total Number of Client Contacts:	19	3,305	2,833	3,375	9,532
<b>Contact Status Types</b>					
General info	0	0	0	0	0
Detailed Assistance	0	0	0	0	0
Problem Solving/Resolution	0	0	0	0	0
<b>Total Counseling Time Spent by Counselor Type</b>					
Program Manager	0.00	224.41	281.35	90.58	596.34
Volunteer	0.00	555.31	420.25	306.17	1,281.73
Paid	0.00	80.48	5.15	14.00	99.63
In-Kind	0.00	11.30	34.15	0.00	45.45
<b>SECTION 2 - Client Demographics</b>					
<b>Ethnicity</b>					
(Hispanic/Latino)	0	116	134	85	335
<b>Race</b>					
African American/Black	0	2	2	5	9

From: 07/01/2009 To: 06/30/2010

## Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	1	2	1	4
Caucasian/White	0	591	431	312	1,334
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	1	1	0	2
Asian Indian	0	4	0	0	4
Chinese	0	7	7	4	18
Filipino	0	6	3	4	13
Japanese	0	7	1	3	11
Hmong	0	0	0	0	0
Korean	0	9	5	2	16
Vietnamese	0	6	2	2	10
Other Pacific Islander	0	0	1	0	1
Other Asian	0	0	0	2	2
Two or More Race	0	106	75	17	198
Some Other race	0	13	6	4	23
Not Collected	0	87	149	13	249
<b>Gender</b>					
Female	0	450	337	189	976
Male	0	307	277	130	714
Not Collected	0	83	71	50	204
<b>Monthly Income</b>					
Less than 150% of FPL	0	243	286	115	644
Equal To/Greater than 150% of FPL	0	484	310	244	1,038
Not collected	0	113	89	10	212
<b>Client Asset Limits</b>					
Below LIS Asset limit	0	0	0	0	0
At or Above LIS Asset Limit	0	0	0	0	0
Not Collected	0	840	685	369	1,894

From: 07/01/2009 To: 06/30/2010

## Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
<b>Total Clients that Checked Yes as Being</b>					
Veteran	0	46	9	35	90
Limited English Proficient (LEP)	0	54	32	26	112
Dual Eligible	0	192	202	81	475
Medicare Status Due to Disability	0	145	215	79	439
Dual Eligible due to Mental Disability	0	0	0	0	0
Applying/Receiving Social Security/Medicare Disability	0	0	0	0	0
<b>Age</b>					
Under 60	0	123	159	41	323
60-64	0	45	52	71	168
65-74	0	332	256	134	722
75-84	0	173	99	57	329
85+	0	68	50	26	144
Not Collected	0	99	69	40	208
<b>Marital Status</b>					
Married	0	355	233	166	754
Never Married	0	110	133	34	277
Separated	0	9	11	6	26
Divorced	0	119	100	73	292
Widowed	0	130	102	56	288
Domestic Partner	0	2	2	5	9
Not Collected	0	115	104	29	248
<b>Estimated Financial Saving</b>					
Clients with Financial Savings	0	45	39	25	109
Estimated Dollars Saved	\$0.00	\$71,515.80	\$52,768.70	\$57,698.40	\$181,982.90

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	0	196	164	200	560
Benefit Comparisons/Explanation/Coverge Changes	0	162	128	148	438
Appeals/Grievances	0	11	6	8	25
Billings/Claims	0	14	12	15	41
Fraud/Abuse	0	1	1	1	3
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	0	22	16	23	61
Billings/Claims	0	1	2	2	5
LTC Partnership	0	0	0	0	0
Appeal/Greivances	0	0	1	1	2
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	0	160	133	151	444
Benefit Explanation	0	148	130	117	395
Appeals/Grievances	0	1	3	0	4
Billings/Claims	0	4	6	4	14
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	0	4	7	8	19
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	0	0	0
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	0	221	148	150	519
Benefit Explanation	0	218	154	124	496
Appeals/Grievances	0	8	2	8	18
Billings/Claims	0	6	3	5	14
Fraud/Abuse	0	0	3	1	4
Coverage Changes/Disenrollment	0	23	6	15	44
Plan Non Renewal	0	1	0	0	1
Plan Comparison	0	0	0	0	0
Enrollment/Enrollment Asistance	0	0	0	0	0
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	0	10	11	4	25
Medi-Cal Application Assistance	0	0	0	0	0



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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
MSP Screening (QMB, SLMB, Q-1)	0	91	33	16	140
MSP Application Assistance	0	0	0	0	0
Medi-Cal/QMB Claims	0	0	0	0	0
Fraud/Abuse	0	2	5	2	9
Other	0	160	145	124	429
<b>Other</b>					
Employer/Federal Health Benefits (FEHB)	0	69	53	63	185
Military Benefits	0	8	13	20	41
COBRA	0	12	17	7	36
Mental Health Topics	0	88	132	12	232
Fraud/Abuse	0	0	2	2	4
Other Health Insurance	0	0	0	0	0
Other	0	20	21	22	63
<b>Part D - Medicare Prescription Drug Coverage</b>					
Benefit Explanation	0	0	0	0	0
Eligibility/Screening	0	631	379	223	1,233
Plan Comparison	0	591	435	145	1,171
Enrollment/Anrollment Assistance	0	400	192	89	681
Billings/Claims	0	5	7	7	19
Coverage Changes	0	127	33	9	169
Re-enrollment	0	20	7	2	29
Disenrollment	0	3	3	0	6
TROOP	0	0	0	1	1
Other	0	22	24	21	67
<b>LIS / Extra Help</b>					
Eligibility / Screening	0	179	136	70	385
Benefit Explanation	0	0	0	0	0
Application Assistance	0	56	43	30	129
Claims/Billings	0	0	0	0	0
Appeals / Grievances	0	2	7	3	12
<b>Other Prescription Drug CoveragePlans</b>					
Union/employer	0	30	11	21	62
PPARx	0	0	0	0	0
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	0	5	1	5	11
Other	0	8	6	7	21
<b>Part D Plan Problems</b>					
<b>(Non-Compliance Services Unmet)</b>					
Eligibility	0	7	19	13	39
Lag Time	0	2	2	0	4
Multiple Enrollment	0	3	0	0	3
Poor Training of Agents	0	2	0	0	2
Poor Training of CSR	0	1	0	0	1

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	1	1	0	2
Marketing Fraud/Abuse	0	1	1	0	2
Agent fraud/abuse	0	1	1	0	2
Formulary problems/changes	0	4	17	4	25
Dosage problem	0	2	3	0	5
Data problems	0	1	4	1	6
Delay in medications	0	2	6	1	9
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	2	0	2
Client reached donut hole	0	8	4	2	14
SSA Premium withheld	0	0	1	0	1
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
<b>HICAP Legal Services</b>					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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**Complaints Filed**

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
<b>Medicare Part D Complaints Filed</b>					
CDI:	0	0	0	0	<b>0</b>
CMS:	0	1	4	0	<b>5</b>
Part D Plan:	0	2	4	1	<b>7</b>
SMP:	0	0	1	0	<b>1</b>
Urgent Fax:	0	0	1	0	<b>1</b>
800 Medicare:	0	0	7	0	<b>7</b>
Other:	0	7	11	8	<b>26</b>
<b>TOTAL MEDICARE PART D COMPLAINTS</b>	<b>0</b>	<b>10</b>	<b>28</b>	<b>9</b>	<b>47</b>

**All Other Complaints**

APS :	0	0	0	0	<b>0</b>
CDI:	0	0	1	0	<b>1</b>
CMS:	0	0	2	0	<b>2</b>
QIO:	0	0	0	0	<b>0</b>
SMP:	0	0	1	0	<b>1</b>
Other:	0	1	6	1	<b>8</b>
<b>TOTAL ALL OTHER COMPLAINTS</b>	<b>0</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>12</b>

**800 Medicare Line Issues**

<b>Total number of Calls with Issues</b>	<b>0</b>	<b>7</b>	<b>16</b>	<b>13</b>	<b>36</b>
<b>Total duration of calls</b>	<b>0.00</b>	<b>0.34</b>	<b>2.30</b>	<b>15.35</b>	<b>17.99</b>